

# 2021 Annual Impact Report

Volunteering New Zealand

**ARATAKI | HĀPAI | WHAKAMANA**  
**Lead. Advocate. Recognise.**



# Volunteering New Zealand

## Impact Report Contributors:

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## Volunteering New Zealand

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## Annual Impact Report

Volunteering New Zealand Incorporated for the year ended 30 June 2021

## Who we are

Volunteering New Zealand is an association of volunteer centres, and national and regional organisations with a commitment to volunteering in Aotearoa New Zealand.

The kaupapa that drives us is:

- Manaakitanga: We care, we nurture, we grow.
- Whakawhanaungatanga: We build connections, and meaningful and enduring relationships.
- Inspire by example: We are bold and enterprising.
- High expectations: We set the bar high for ourselves and others.



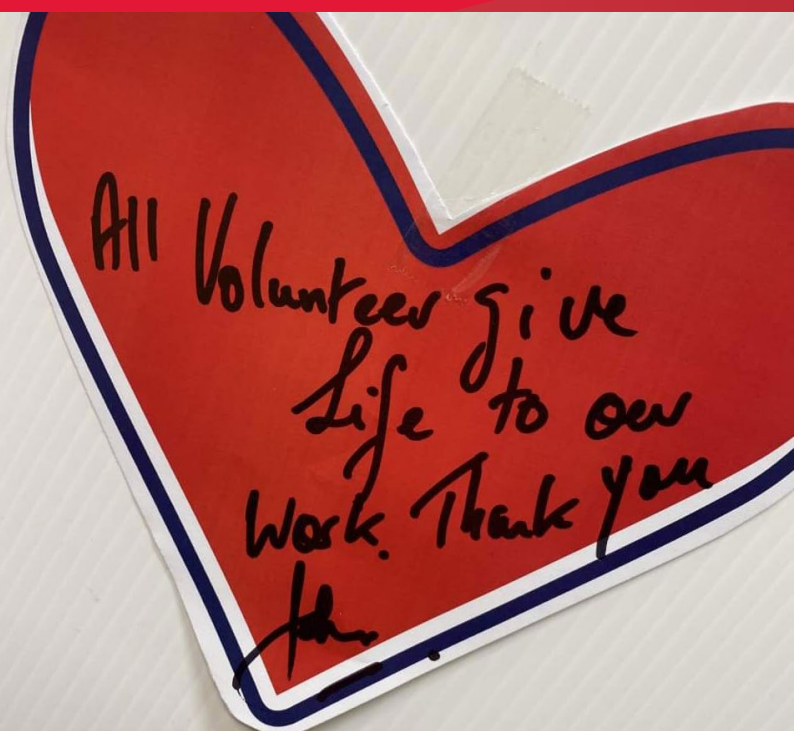
## Our purpose

We are kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand.



## Our aspiration for Aotearoa New Zealand

Volunteering is valued as part of who we are as a nation. We thrive and are enriched by the goodwill of volunteers in every community and their contribution and impact is recognised and supported.



## Our aspiration for Volunteering New Zealand

A large and diverse membership and our strong partnerships with government, iwi/Māori, communities and business enable us to transform volunteering in Aotearoa New Zealand.



# Volunteering New Zealand Incorporated

for the year ended 30 June 2021

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## Who we represent

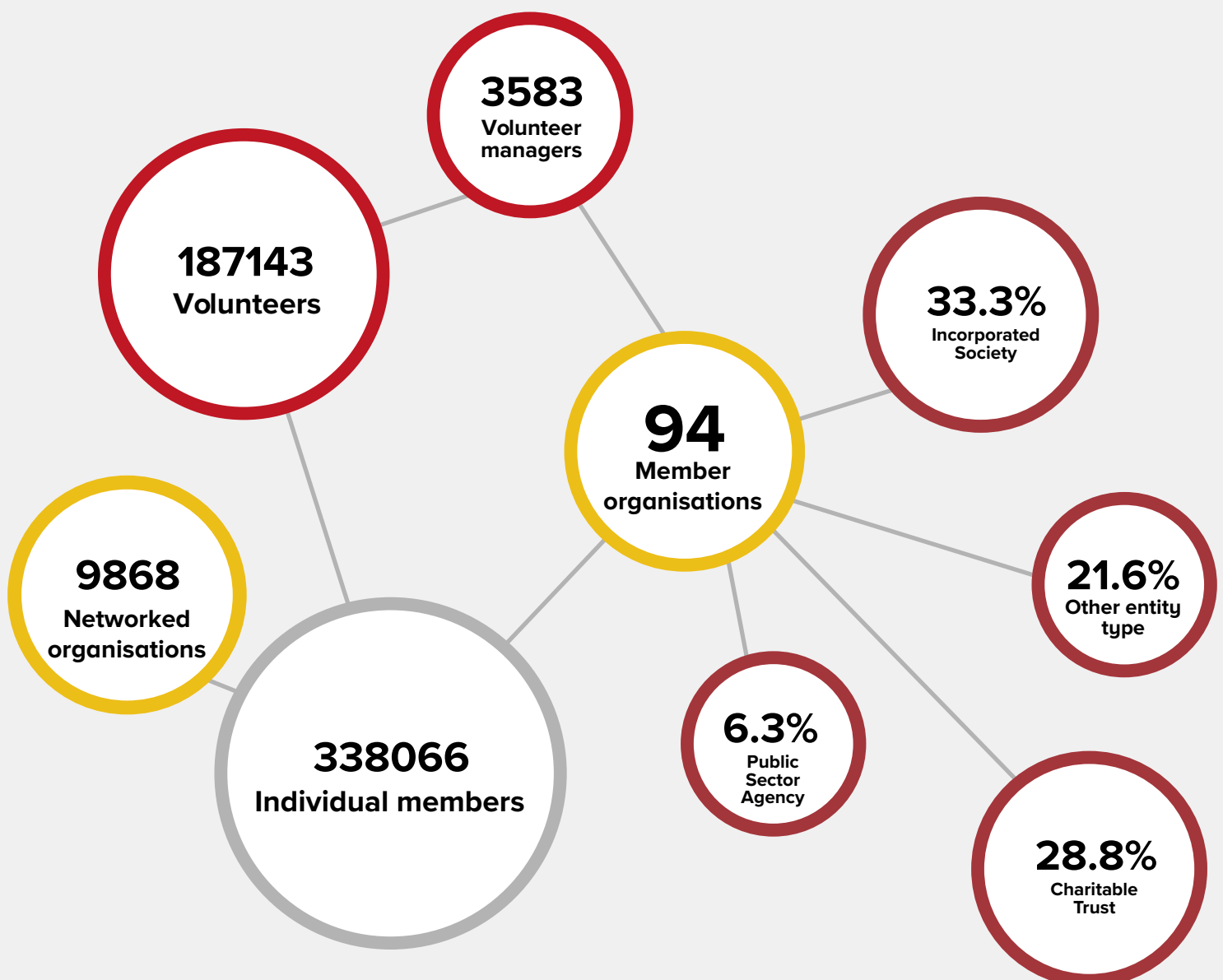
Volunteering New Zealand has 94 member organisations, and recent research illuminated more about them.

Our member organisations in turn have almost 10,000 organisational members; with over 187,000 volunteers.

The majority of these organisations are some form of charitable body, including incorporated societies and charitable trusts.

Our member organisations all have surprisingly varied volunteer bases with some only engaging with volunteers directly managed by them and others, conversely, having few direct volunteers but helping to represent tens of thousands of volunteers. For example, the volunteer centres for the regions cumulatively represent more than 50,000 volunteers; and several peak sports bodies between them represent over 46,000 individual members.

Volunteering New Zealand represents a broad cross section of both organisations and society.



# Chairperson's report

October 2021

**Nau mai haere mai!**

**He rawe o mahi. Ngā mihi nunui no a koe.**

Thank you for all the hard work you have put into the voluntary sector over the last year. It might seem strange that I start with a thank you to the sector at large, but as the past year/s has shown, it takes a team of 5 million to stand together to be strong. To make both needs and strengths visible. To insist that our governing leaders make systems level changes that not only acknowledge, but honour and commit to a recognition of volunteering and mahi aroha as essential fibres of our country's fundamental fabric, more deeply embedded than any party politics or policy changes.

We the sector, live out the imperative of giving of ourselves for others. We call on people in government to support a national strategy for volunteering, led and developed by us within our communities, that transcends ministerial boundaries and outdated funding models. It will guide the development of volunteering and provide a roadmap for the future. The community and voluntary sector, business and local government should all have input into the strategy and be responsible for the resulting actions. This future of volunteering is as always focussed on people.

Welcome to the annual impact report of Volunteering New Zealand 2020/21. We welcome you into the Volunteering New Zealand whānau, to take your place alongside Aotearoa's indispensable volunteer community.

The past year has been a busy and productive roller coaster! Starting with feeling like we lost 12 months somewhere the team have worked hard to continue to provide a future focussed, influential and entrepreneurial organisation that nurtures our members and the volunteer sector. The team operate a values-based culture of inclusion, learning and manaaki that is warm and appreciative of each other as well as ambitious and impactful.

The Volunteering New Zealand whānau has grown over the year, increasing in numbers of informed community members, supporters, and funders, as well growth in the operations team and governance Board. Kapai to mahi!

The team has stepped up again this year to not only support and advocate for members, but over deliver on planned resources, events, communications, connections, as well as adjust delivery methods along the way depending on alert levels. The team initiated and completed an online conference, training programme and AGM for the first time, alongside significant advocacy of the sector with Government.

Operating lean and always innovating have been the key features of this year. We are ambitious about our future and are excited about the sector and community opportunities ahead of us.

As a Board we are immensely proud of what Michelle and the Volunteering New Zealand team have achieved already, and are constantly in awe of their commitment and enthusiasm to the Volunteering New Zealand vision, our members, the volunteer sector and volunteers. This report is part of the picture of impact Volunteering New Zealand is making. Join with us to be part of reimagining the future of volunteering.

Mā te tuakana ka tōtika te teina, mā te teina ka tōtika te tuakana.



**Nāku noa,**

**Tania Jones**

**Chairperson**

**Volunteering New Zealand**



# Chief Executive's report

October 2021

## Kia ora koutou

I have great pleasure introducing the Annual Impact Report for 2020-21. For Volunteering New Zealand, as with most in the community and voluntary sector, the year was impacted by the ongoing impacts of the Covid-19 pandemic.

Although the pandemic affected what we did, it did not change how we worked. Throughout this year we worked as a team, and continually strived to live and reflect our values and achieve our strategic goals.

This report reveals a celebration of the steps we took as we strived to achieve our key strategic focus: Lead/Arataki, recognise/whakamana and advocate/hāpai for volunteers and volunteering at a national level.

Our team is at the heart of our success and achievements and I am so proud of them. We still delivered all of our significant schedule of planned activities, and embraced new opportunities arising in a challenging and changing operating environment.

We warmly welcomed a pivotal new team member – Margaret McLachlan as Communications Manager. We sadly farewelled Sarah Macdonald who worked with equal measures of passion and kindness and superstar team member Taeko Lorimer.

Once again, we would not have been able to achieve as much without the contribution from our volunteers – Soorya, Celina, Bryony, Chandan, Amy, Anisha and Mou.

I would like to highlight some of the key achievements of our team and the ways we have adapted to a changing and challenging operating environment.

It's so important to have accurate information about who, how and why people are volunteering. And to capture the challenges and opportunities for volunteers and volunteering. In addition to our

State of Volunteering 2020 report, we continued to seek out and report back the impacts of Covid-19 on volunteers and volunteering.

We continued to advocate for volunteers and the volunteer sector. We delivered a significant election manifesto, with responses from almost all political parties. With limited legislation coming through the house, we only submitted one formal government submission. However, we contributed to a wide -range of consultations through our own work and also through shared kaupapa and channels.

Volunteering New Zealand continued to support volunteer managers and voluntary organisations through these challenging times, delivering two new resources on our website.

One was a new resources page to support managers of volunteers with information and resources on a range of key topics. Another was a portal collating online accessible training available. These provide managers and leaders of volunteers a single place to access a wide range of resources and training delivered across the motu.

We continued regular online hui with the managers of the 17 Volunteer Centres around New Zealand. This was started in response to the Covid-19 state of emergency, and has gone on to be valuable networking opportunity to share ideas and solutions.

We have also adjusted our way of working and communicating, so that many of our seminars, and even our Pivot Conference in October 2020, were held online. While a good substitute, and convenient for many, it can't replace the face-to-face networking that happens when people get together in the same room. We'll look to do this as much as possible when the situation allows.



It was wonderful to see the celebrations and recognition of volunteers up and down the motu for National Volunteer Week in June. Volunteer-involving organisations are embracing this time to thank the volunteers who make their work possible. We continue to support this with resources and information so that it helps amplify the message.

As I write this, (September 2021) we are in the midst of another lockdown to stop the spread of Covid-19. During the first nationwide lockdown (March-April 2020), we sought stakeholders' feedback on the impact it had on their people and work. Building on this, we completed an

updated paper in May 2021. We found that Covid had exacerbated some underlying challenges and that there was really stark regional variability.

In the coming year we will lead a shared conversation as we envisage and define our future of volunteering, Te wā heke me te mahi tūao.



Ngā mihi nui,

**Michelle Kitney**  
Kaihautū Chief Executive  
Volunteering New Zealand



**“I have been truly fortunate to have been given the opportunity to volunteer with Volunteering New Zealand. The team is incredibly welcoming and humble. From the day I started, I was given different opportunities. These included editing articles, contributing to Volunteering New Zealand policy submission, and support the planning of the Pivot Conference 2021. It’s been an absolute delight to volunteer with Volunteering New Zealand which has honed my professional skills. I am now confident and ready to use these skills in my new role. I hope to keep supporting Volunteering New Zealand and advocate the amazing mahi the team undertakes.”**

**– Anisha Nadar**

## Highlights of the year

**150k** visits to our website:  
a portal for volunteering  
information and connecting  
to volunteer recruitment  
opportunities.

Delivered **6** national  
campaigns that celebrate  
volunteers and volunteering

Facilitated online  
hui with Volunteer  
Centres network

A volunteer-run  
**Aotearoa of  
Kindness**  
campaign showcased  
10 volunteer  
testimonial videos

**45K** visits to our page  
connecting volunteers to  
recruitment platforms and  
Volunteer Centres.

Delivered  
**15**  
webinars  
with  
**1000**  
hours of  
learning

**Youth advisory group established**

Ran an online  
**Pivot Conference**  
in 2020, with 500  
hours of learning

Conducted research, including  
stakeholders' feedback during lockdown,  
COVID-19 impact on the Sector, and Post-  
COVID Recovery and Resilience research

**New resources and tools to support leaders and managers of volunteers.**

**13k** followers/  
users across social  
media platforms

Collaborated &  
delivered sector-wide  
"Time to Shine" survey

Promoted National Volunteer Week, #NVW2021:  
Over **50** Connect our Hearts stories  
received and shared

Published State  
of Volunteering  
2020 report, over  
**1030** views,  
cited in  
**6** publications

# Our people

People are at the heart of volunteering, and are the heart of Volunteering New Zealand. Our volunteer board, and our paid operations team are supported by a range of project-based contractors, volunteers and others who give their time and expertise.

## Meet our Board and Chief Executive



**Tania Jones** chairs the Volunteering New Zealand Board.

Tania is the Managing Director of a coaching and training firm with a focus on early entrepreneurship and governance. She is a committed volunteer for education, youth enterprise and community development issues. Tania is also the Chair of the Volunteer Centre Network Aotearoa Leadership Group and is a member of International Association for Volunteer Effort (IAVE).

**Brayden Smith** is the Treasurer of the Volunteering New Zealand Board.

Brayden is an Audit Partner at Grant Thornton New Zealand. He is a regular commentator on issues that impact the not-for-profit sector and has over 20 years' experience working with the sector.



**Corrine Coombe** is the Deputy Chairperson.

Corrine works as an administrator by day, but her real passion is volunteering. From sausage sizzles and car washes, to organising community education classes and fundraising fashion shows she gets involved in it all.

**Cathy Aiavao** is a board member – Pacific Peoples

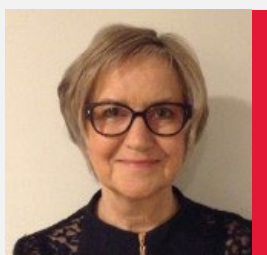
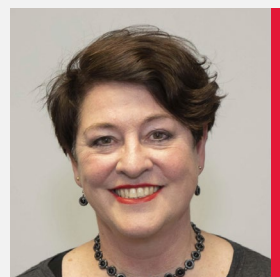
Cathy works for the youth development organisation Youthline where she manages the volunteers and training programmes. She has been on the Board for the Community Organisations Grants scheme (COGS) for Central Auckland for six years, including three years as Chair.





**Debbie Gee** – Board member (from Nov 2020)

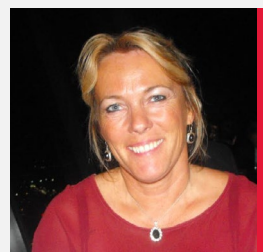
Debbie has more than 30 years' senior management experience in strategic communications, marketing and stakeholder engagement across central and local government as well as more recent experience as a director on non-profit and community organisations. Debbie currently works as a trainer, consultant and contractor while running a small business. Debbie is of Kāi Tahu/Kāti Mamoe descent.

**Sue Kobar** – Board member (from Nov 2020)

Sue is the Manager of Volunteer and Community Development for IHC New Zealand. She has been involved in the voluntary sector since 1981 and has served on numerous boards. She has developed a hospital in-service volunteer programme, and is passionate about volunteer leadership and programme development.

**Lindy Lely Kawharu** – Board member (from Nov 2020)

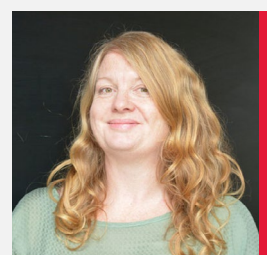
As the Manager Volunteering at Auckland DHB Lindy has been passionately involved in the development of the Volunteers Service since 2014. Lindy has a professional background in volunteer management both in Pakeha and Māori led programmes and she actively participates in volunteer managers' networks in New Zealand and Australia.

**Ryan Hooper-Smith** – Board member

Ryan is a commerce student at Victoria University of Wellington. He has previous experience in the volunteering sector through volunteering for the Mental Health Foundation, organisations such as VIBE, and assisting university clubs such as Thursdays in Black. Ryan is a strong youth advocate, pushing for greater rangatahi voices across Aotearoa.

**Michelle Kitney** – Kaihautū Chief Executive of Volunteering New Zealand.

Michelle has been part of the senior leadership team since 2018. Michelle is passionate about working collaboratively and with impact in the for-purpose sector. She has also volunteered extensively in community organisations that provide services and support to whānau and children, and is currently the Chair of Bellyful New Zealand.





## Outgoing board members

**We offer a huge ngā mihi nui ki a koe to these Volunteering New Zealand board members who completed their terms in November 2020.**



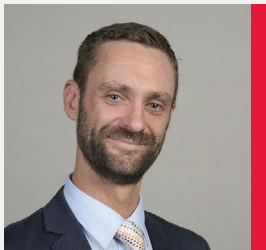
Helga Wientjes served the Board for two terms of three years, spending time as both Vice Chair and Chairperson.

Helga has a passion for volunteering that is electric. She has confidently steered Volunteering New Zealand and we have benefited from her dedication to leading us, though her work behind the scenes, chairing meetings, and representing Volunteering New Zealand in public engagements and sector working groups. Helga's delivered a legacy of a comprehensive governance handbook and our revamped vision and strategic plan.



Gail Marshall served on the Board for one term of three years. She gave huge amounts of time to serving Volunteering New Zealand and has generously shared her skills and expertise. She has made a significant impact with our strategic communications, collaboratively devising our stakeholder engagement strategy, and contributing to our refreshed vision and overall strategic plan.

In her day job she is a communications expert, and co-founder of the Community Comms Collective. The Collective's purpose is to give a free communications boost to community organisations so their efforts go further.



James Lord served on the Board for one term of three years. James worked incredibly hard with chief executive recruitment, collaboratively devising our stakeholder engagement strategy, and contributing to our refreshed vision and overall strategic plan.

James is the Director of BeCollective, a volunteer software platform that aims to help with re-thinking how we engage, connect and give in communities.



Wendy Rapana served as the Maori representative since 2016. Wendy contributed a huge amount from her knowledge of Te Ao Māori and vocational education assessment. She has driven some key connections for Volunteering New Zealand in the sector and helped to facilitate the partnership with Careerforce for the Level 4 Certificate in Frontline Management for Volunteer Managers.

Wendy played a key role in the refresh of the Volunteering New Zealand vision, purpose and strategy and was a keen advocate of our Te Tiriti journey. Her influence and leadership enabled us to centre our purpose around being the kaitiaki of mahi aroha, and firmly root our organisation's "how we do things" within the values of manaakitanga and whanaungatanga.

## Contractors and staff

**Michelle Kitney**, Kaihautū Chief Executive

**Anna Rendall**, Graphic Designer

**Caitlin Ferner**, Communications Coordinator

**Celina Huang**, Communications Advisor

**Heidi Quinn**, Volunteer Management Lead

**Johann Go**, Research Manager: State of Volunteering Report

**Karishma Dullabh**, Project and Admin Coordinator (Maternity Leave)

**Kenzo Bui**, Accounts administrator

**Margaret McLachlan**, Communications Manager

**Sarah Macdonald**, Marketing and Membership Manager

**Dr Solmaz Nazari**, Research Manager

**Soorya Prakash Parthiban**, Data analyst

**Taylor Hamling**, Webb Developer

**Taeko Lorimer**, Marketing and Admin Coordinator

**Barry Grehan**, Online Content Delivery support

**Erica Austen**, Online Content Delivery support

**Ross Patel**, Consultant – Design thinking

## Volunteers

**Amy Phillips**, Communications co-ordinator

**Anisha Nadar**, Policy Advisor

**Bryony Moses**, Policy Advisor

**Celina Huang**, Social Media Specialist

**Chandan Waila**, Analyst

**Neel Desai**, Analyst

**Moumita Das Roy**, Marketing Advisor

**Piyush Sharma**, Analyst

**Soorya Prakash Parthiban**, Analyst

## Pivot Content working group 2021/22

**Anisha Nadar**, Community Services Coordinator, Whānau Āwhina Plunket

**Berenice Langson**, National Team Leader and Volunteer Coordinator Tauranga, IHC

**Dellwyn Moylan**, Coordinator, Volunteer Mid and South Canterbury

**Erica Herron**, Reimagining Volunteering Project Manager, New Zealand Red Cross

**Gillian White**, Central Lakes Manager, Volunteer South

## Pivot Content Working group 2020

**Anna Wong**, Volunteer Coordinator (Auckland West/Central), IHC

**Leanne Collins**, Manager, Volunteering Hawkes Bay

**Sue Vyas**, National Volunteer Manager, Blind Low Vision

## Rangatahi Youth advisory group

**Dante Dawes**

**Mathew Goldsworthy**

**Miles Duong**

**Ryan Hooper Smith**

**Sean Heenan**

**Sonika Kumar**

## Initiatives for 2020-21

### Rangatahi Youth Advisory Group

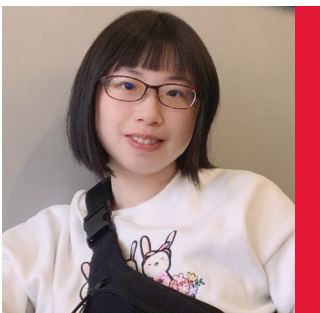
Launched in early 2021, the Youth Working Group was set up to develop ideas around how to best ensure youth engagement within Volunteering New Zealand, particularly at Board level. The group consists of a range of young people from across Aotearoa with varying backgrounds – some working, some in secondary or tertiary study.

Group member Ryan Hooper Smith says they have talked with young people within their volunteering groups and communities to inform their ideas on best practice engagement, and youth engagement.

The group will develop ideas and best-practice for Volunteering New Zealand to implement into its own organisational structure, but also provide Volunteering New Zealand with a springboard for youth governance and youth engagement within the volunteering and not-for-profit sector. Volunteering New Zealand is looking forward to their report-back and ongoing dialogue in this important area, crucial to the future of volunteering.

### Connect our Hearts campaign

In the lead-up to National Volunteer Week 2021, 20-26 June, Volunteering New Zealand ran a campaign called 'Connect our Hearts'.



Celina Huang, a young volunteer with Volunteering New Zealand, envisioned the idea to gather volunteering stories from volunteers across Aotearoa.

The call went out requesting heart-felt volunteer moments from volunteering experiences. "Let's connect our hearts together by sharing our best volunteering moments!"

We were delighted to receive over 50 wonderful stories, from people involved in everything from CoastGuard, to Civil Defence, amputees to baking. These were shared on social media and the Volunteering New Zealand website, with a broad reach.

This campaign helped promote the message that volunteering, Mahi Aroha and social action create connected communities, volunteers, organisations and people in Aotearoa. It helped inspire people to recognise #National Volunteer Week, with over 7.7m social media accounts reached.

Our own heart-felt thanks to Celina who initiated and delivered the Connect our Hearts campaign. Celina is a recent graduate of Victoria University Master of Commerce (Marketing).

### Aotearoa of Kindness

During National Volunteer Week 2020, Volunteering New Zealand launched the Aotearoa of Kindness campaign. This acknowledged the mahi aroha of volunteers and recognised everyone that contributes to an Aotearoa of Kindness.



Early in 2021, a volunteer, Moumita Das Roy, had the idea to create a testimonial-based video campaign for Aotearoa of Kindness about the value of paying it forward through volunteering.

She recruited 10 people to tell their volunteering stories – students, volunteer managers, business people, and a former refugee. These short videos were shared on social media and the NVW website. See them [here](#).

**Share your stories of acts of kindness and mahi aroha with Volunteering New Zealand at #aotearoaofkindness**

# Introducing Oonah Daly

I volunteer as the  
operating crew for  
Coastguard Canterbury,  
at least once a week.



**Te Wiki Tūao ā-Motu**  
national volunteer week



**connect our hearts**

CALL FOR STORIES



**#NVW2021**

## Connect our Hearts

### What is your memorable moment?

One afternoon we had an immediate assistance callout for a kite-surfer struggling in the water. On launching our rescue boat we found that a nearby boaty had already scooped up the exhausted kite-surfer and brought him ashore. He was surprised to see us and awkwardly asked, "are you here for me?!" It was what he said afterwards that really affected me: "I didn't think anyone had seen me, I was too exhausted to get back on my board".

That's why I volunteer for Coastguard and love my unit; to be on call 24/7 and able to help people when they really need it and so they can have confidence that someone will always be ready to help when the call goes out.

### What does volunteering mean to you?

I love being able to use my skills and experience to help people when they really need it, or even just to look out for people day to day. As I'm originally from the UK I don't have my family in NZ. By joining Coastguard, I felt immediately welcomed and have met so many fantastic people. Coastguard is a great organisation that pushes us to be our best and helps us train and keep gaining more skills.

Volunteering to me means helping people when they really need it, supporting the community doing worthwhile work, all whilst being part of an amazing and committed team.



# Introducing Gary Mitchell

My participation includes as the founder/manager of Keep Northern Wellington Beautiful and Keep Porirua Beautiful, Volunteer Honorary Fisheries Officer MPI, Red Cross Disaster Welfare Support Team Member, and more.

I have committed thousands of hours to voluntary roles and causes throughout my life. My community involvement spans 25 years and seven countries.



## What is your memorable moment?

I have two defining moments:

The first was with the Red Cross Disaster Welfare and Support team setting up a local welfare centre during the Nelson and Tasman District fires of 2019. It included checking on residents door-to-door; it was a great feeling to be helpful and provide support and help to the local community that had been affected by the fire.

The other moment for me was on an Honorary Fisheries Officer patrol 2019, which was a joint helicopter patrol between MPI and the New Zealand Navy. We spent the day onboard a Navy Sea Sprite, flying between Blenheim air force base and Kāpiti airport, monitoring and photographing commercial fishing vessels, and checking their compliance.

## What does volunteering mean to you?

For me, volunteering means working side-by-side with others. This connects me to other human beings as you are working toward a common goal. When you volunteer, you are making connections. Volunteering also makes me feel connected with my community. I feel connected with the problem as well as the solution. You are connected to a process – a process in which you believe. Through your actions and involvement, you are benefiting others as well as yourself.

Do something that matters. You are choosing to use the time to work on something. Be sure to give it your best shot! Awaken your passions and your heart by volunteering for something that is meaningful to you.

# Mahi aroha drives enduring change for Māori

**For Whānau Ora agency Te Pūtahitanga, mahi aroha is at the core of creating enduring change for whānau across the South Island. The agency supports and funds 330 Whānau Ora kaupapa across Te Waipounamu that focus on creating intergenerational transformation and advancing the wellbeing of Māori.**

Te Pūtahitanga Pouārahi Helen Leahy describes mahi aroha as a powerful vehicle through which whānau can achieve their aspirations and create their own definitions of success.

“Mahi aroha for us means that concept of being able to invest in intergenerational projects. It's not just about doing something for today, it's about literally planting the seeds of change for tomorrow. We are simply there to provide whānau with support and opportunities to learn, so they can make progress for their mokopuna to come,” she says.

Mahi aroha is woven tightly into the kaupapa Māori foundations of Whānau Ora. Helen explains that the concept is integral to the collective wealth of whānau, hapū, iwi and communities.

“It's seen as, what can you do to step up and contribute? Because the strength of our community is only as good as the strength that we contribute ourselves. You see mahi aroha every day at the marae, with people coming to support weddings, tangihanga and hui. You see mahi aroha at wānanga where people provide the tikanga or protocols and welcome people. You see mahi aroha when we take care of our elderly and our babies. That's all mahi aroha in te ao Māori.”

Te Pūtahitanga funded Whānau Ora entities amass a network of more than 300 volunteers who support a wide range of kaupapa covering every aspect of holistic whānau wellbeing. Initiatives range from healthy kai and fitness projects, to approaches that combat family violence, financial issues and employment challenges.



Ultimately, mahi aroha for whānau and for Te Pūtahitanga is about contributing to and investing in building a better Aotearoa. It's about creating cultural, social and environmental return for a more resilient nation that has what Helen describes as a “landscape of possibility.”

“Whānau are shaping legacies for those who come after them, so let's everybody put some loving arms around them, make this change sustainable and celebrate what whānau can be capable of, if only you believe in them and show some aroha.”

Te Pūtahitanga's mahi aroha story shows how people, whānau and communities can mobilise kindness for the benefit of Aotearoa.

## Volunteering New Zealand Research

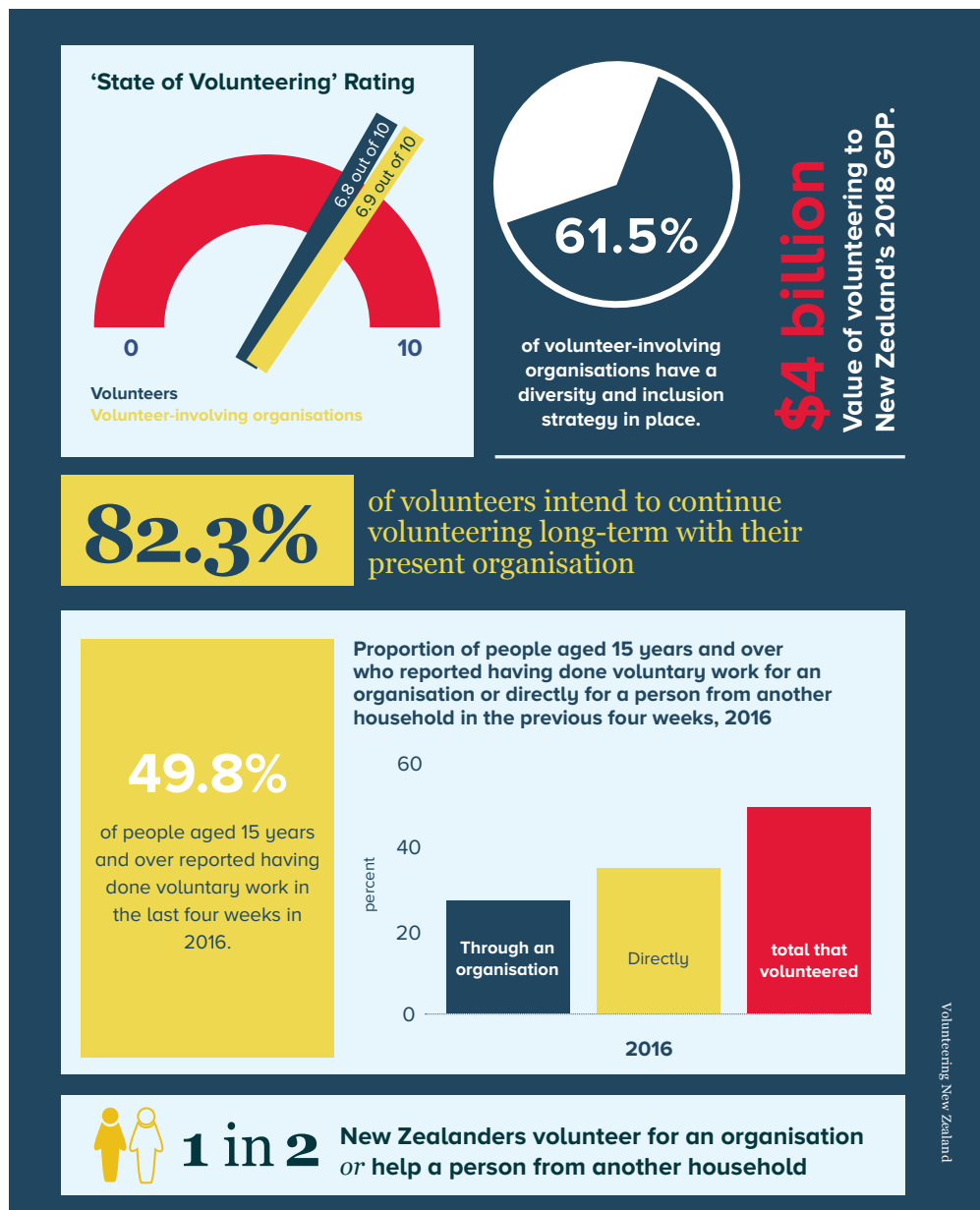
Volunteering New Zealand conducts regular research to explore the landscape of volunteering, identify challenges and issues, and develop appropriate strategies, guidelines, and best practice advice.

Volunteering New Zealand strives to produce and collect evidence to inform volunteering best practice and inform our wider advocacy goals. To do so, we produce our own volunteering research and compile, publish, and promote other national and international research. This has positioned us as a respected thought leader in the sector.

### State of Volunteering

Over the past year, Volunteering New Zealand published its **State of Volunteering 2020** research which is a key resource for the sector. With over 3000 respondents (both volunteers and volunteer-involving organisations), the survey portrayed the State of Volunteering and highlighted the challenges and opportunities facing the sector. This has been downloaded/ viewed over 1000 times from our website. We have also started working on our State of Volunteering 2022 research which is aiming

to be the most comprehensive version of this project to date, incorporating data sources as diverse as focus groups, a 'mini census' of the public regarding their views on volunteering, as well as our usual surveys directed at volunteers and volunteering organisations.



## Time to shine: The COVID-19 impact survey

We studied the impact of COVID-19 on the community and volunteer sector as a partner organisation collaborating on the “Time to shine” research (undertaken in May-June 2020).

As a result of this survey, we have worked hard to represent the views and recommendations to government and funders, and to provide relevant training and workshops.

## Hauora/ Wellbeing survey 2021

In 2021, we’re partnering with Hui E! Community Aotearoa and the Department of Internal Affairs to do a follow-up hauora/wellbeing survey.

Over 600 organisations responded to a questionnaire in June-July 2021; and focus groups held with target communities.

We look forward to sharing the results with participants, the sector, funders and government.

## Post-COVID-19 Status of the Community and Voluntary Sector

We researched the impacts of the COVID-19 pandemic on the Community and Voluntary Sector. We found the changes brought about by the pandemic created many challenges but also opportunities.

### Sector challenges and opportunities

**A wave of new volunteers**, across different age groups, began volunteering

**Regional differences have become bolder**, and the demographics of some local communities are changing

Many organisations and volunteers **embraced new technologies** and online ways of volunteering.

**Some older volunteers stopped volunteering**, and some are prevented from volunteering because they have more life commitments (such as looking after grandchildren)

**Funding** is the **biggest challenge** for volunteer organisations

Some community organisations have experienced an **increase demand for their services**, stretching staff and resources



## Campaigns

During this year we led the design and execution of all major volunteering recognition events within Aotearoa New Zealand.

### International Volunteer Managers Day

5 November 2020

International Volunteer Managers Day is an international event held annually on 5th November. 2020 was the 20th year that IVMDay has been celebrated internationally.

The theme 'What's Next?' addressed the dynamic and changing nature of volunteer management, particularly in a world with COVID-19. Volunteering New Zealand held an online panel discussion to discuss and reflect on the challenges and opportunities for leaders and managers of volunteers.



### International Volunteer Day

5 December 2020

International Volunteer Day acknowledged volunteers worldwide, including the 2.5 million people in New Zealand who volunteer.

The theme 'Together we can through volunteering' highlighted the impact of volunteering during the COVID-19 crisis.

Volunteer Wellington and Volunteering New Zealand held a morning tea celebration for volunteers.



### Student Volunteer Week

15–21 March 2021

Student Volunteer Week 2021 built on the successful theme from 2020: 'Collective impact. Give. Grow. Connect'.

Expertly organised by volunteer Celina Huang, Volunteering NZ featured video stories from youth/ rangatahi volunteers, and resources for organisations to run their own campaigns.



## Micro-volunteering Day

15 April 2021

Micro-volunteering Day is celebrated annually on April 15. This campaign celebrates one-off, on-demand, no commitment, ad hoc, more diverse, and online ways of volunteering.

We profiled a volunteer with Lifting Literacy Aotearoa who created a video blog as part of our #Aotearoa of Kindness campaign.



## National Volunteer Week

20–26 June 2021

Our NVW theme 'Recognise, Connect, Reimagine' was an invitation to share stories of volunteering, and reshape mahi aroha for the future.

Volunteering NZ ran a campaign 'Connect our Hearts' and shared over 50 stories of heartfelt moments of volunteering. National Volunteer Week grows in profile every year, with positive response from the sector, the media and public engagement.



**RECOGNISE  
CONNECT  
REIMAGINE**



**ARATAKI | HĀPAI | WHAKAMANA**  
**Lead. Advocate. Recognise.**



## Capability development

**Volunteering New Zealand works in a national advisory, and sector leadership role. We aim to empower volunteers to enrich Aotearoa New Zealand and to support organisations to work through a volunteer workforce.**

### Pivot Conference

Due to the COVID-19 pandemic, the Pivot Conference 2020 was held as an online event on 21 October 2020. The Pivot Conference theme “Linking vision to action” challenged leaders and managers of volunteers to translate new ideas shared at Pivot into action within their organisation and practice.

128 registered delegates participated in the Pivot 2020 Online Conference which delivered 500 hours of learning. Overall, respondents rated the conference 3.6 out of 5 which is slightly lower than 2019 score of 4. The majority of participants indicated they had a positive experience and enjoyed the conference. Favourite sessions were “Virtual Volunteering” session delivered by Chris Jarvis and the panel discussion on “Elevating the Voice of Volunteers” facilitated by Michelle Kitney.

### Volunteer manager seminars

The Pivot Conference 2020 was followed by a series of volunteer manager seminars delivered by Rob Jackson, three in November and December 2020, and three in March and April 2021. The series aimed at helping volunteer managers to get better at engaging, leading, and managing their volunteers.

Overall, the seminar series were successful in meeting participants’ expectations. Accordingly, they rated the series 4.1 out of 5 which is a significantly higher than 2.6 out of 5 for the 2019 Masterclass Sessions.

### Webinars and training

Over the year, we delivered 15 webinars. As well as the Rob Jackson series, we ran 9 free webinars covering the state and the future of volunteering, legal and health and safety issues, communication and recruitment. These accessible training sessions attracted 1066 people.

**“Thank you so much for organising these sessions and supporting us through them all. They have been invaluable and given me loads of ideas and things to look into. Rob has a very easy style and has been super helpful. Great to meet other coordinators and leaders from the other organisations too. I’ve really enjoyed the sessions, so much so I have bought the book!”**

**Helen Rayner,  
Coastguard New Zealand.**

## Adding to the toolbox

Volunteering New Zealand creates and delivers a range of volunteering materials, resources, online tools and guidelines to support best practice volunteer involvement. We have added some great new content to our website to add to the toolbox for volunteer managers.

## Volunteering statistics

Volunteering New Zealand believes that reliable and accurate data about volunteering is essential for effective leadership, advocacy and support of the community and voluntary sector. We are committed to advocating with and on behalf of the sector with quality data that highlights the value of volunteering in all its forms. We comprehensively updated our Volunteering Statistics page this year.

## Volunteering research

Over the past year, Volunteering New Zealand expanded its research library on 16 different topics, covering all aspects of volunteering. These are available on our Volunteering Research page. As the peak body of volunteering in New Zealand, our website is the go-to place for up-to-date research and articles about volunteering. We are constantly uploading recent research papers, studies, and reports to our library.

## Resources page

Volunteering New Zealand created a new Resources page on our website (under the Leadership and Management tab).

These resources are to support managers of volunteers and the governance of volunteer-involving organisations. They include practical advice and strategies from leading national and international organisations and contributors. Topics include: recognition and retention, leadership, governance, and virtual volunteering. The resources are proving useful, having been viewed 1344 times.

## Regional training hub

To enable better access to the wide range of online training available around Aotearoa, we have created a regional training page on our website. This provides managers and leaders of volunteers a single place to access a wide range of training. It was something that was requested by the sector and has had over 1000 page visits over its first three months.

## Supporting new volunteers

Volunteering New Zealand's research has shown us that new volunteers are continually entering the market, through changing life stages or circumstances. Many visitors to our website are new volunteers, looking for information about how to get started volunteering. To meet this need, we published a document and web page for those new to volunteering. This is for people to find out what volunteering is, what you can do as a volunteer, what you can expect from the volunteer experience and your rights as a volunteer. We're encouraging Volunteer Centres and other volunteer-involving organisations to share this information.



## LeadMe & InvolveMe – free sector development tools

The InvolveMe platform allows people across four organisational domains to assess their volunteering strengths and areas for improvement. InvolveMe then generates a customised report for that organisation. The report can be used for strategic planning and operational enhancements.

LeadMe is a best-practice online assessment platform for those who oversee and lead volunteer programmes in their volunteer-involving organisations. After completing a short survey, participants are provided with a personalised report with tailored feedback and actionable steps on how to grow their effectiveness and get the best out of their volunteer programme.

Both these tools continue to be accessed; and the resource, Competencies for Management of Volunteers, was downloaded about 650 times.



“I found the LeadMe self-assessment tool very helpful as far as assessing the areas of organisational culture, professional development and strategy implementation. The report I received post completing the assessment provided actionable steps on how to grow your effectiveness as a leader and get the most out of your volunteer programme. Using the LeadMe self-assessment tool is a great way to create a personal action plan for self-development, particularly suited to your individual requirements. It is easy to use and a great way to reflect on areas that may require attention.

The report you receive after completing the InvolveMe questionnaire can be used when reviewing or refreshing your organisation’s strategy. It addresses the areas of tools and resources, culture, communication, and strategy. It provides the opportunity to undertake an action plan based on the answers you enter, concentrating on your strengths and areas that require attention. Another fun and interactive tool that I recommend you use provided by Volunteering New Zealand.

**Lian Buckett**

**Volunteer Coordinator**

**Sanctuary Mountain Maungatautari | Maungatautari Ecological Island Trust**

## Advocacy and collaboration

As the critical link between the volunteering sector and the public sector, Volunteering New Zealand contributed input, analysis, and thought leadership into policy initiatives and key decision-making processes of government as well as external publications.

Volunteering New Zealand also engaged and collaborated with members, government, iwi/Māori, communities, business and other stakeholders to grow and diversify our sphere of influence.

### General election manifesto

A key piece of work was preparing an Election Manifesto, prior to the 2020 General Election. We asked political parties to protect and grow the mahi aroha, volunteering effort and effect in Aotearoa New Zealand.

It called on political parties to commit to four key asks:

1. a minister for the community and voluntary sector that sits inside Cabinet
2. collaboratively rejuvenating the government policy on volunteering
3. funding a sector-led national strategy and action plan for volunteering
4. developing well defined, intentional policy positions/statements on volunteering policy.

We received and published responses from most of the political parties. We also wrote a Briefing to the Incoming Minister of the Community and Voluntary Sector.

We have subsequently met with the Minister, the Hon Priyanca Radhakrishnan, and are encouraged by her interest in and support for volunteering. We are actively pursuing the development of a National Volunteering Strategy.

### Ministerial Reference Group

Volunteering NZ was one of 10 key sector representatives chosen to be on this group. These people represent the community and volunteer sector and are a conduit for Minister Radhakrishnan to hear the issues and concerns of our sector.

### Submissions and consultations

Volunteering New Zealand is actively engaged in the advocating for charities to government and the public. We are a member of the Department of Internal Affairs Charities Services sector user group. We are involved with reviving ComVoices, to help amplify the voices of Aotearoa's community sector to influence decision makers.

We made a submission on the Incorporated Societies Bill, supporting the intention of the Bill to update the outdated legislation governing incorporated societies. We said the proposed Bill should not impose new 'red tape' on small community organisations, many of them staffed by volunteers.

Other feedback we've given included to:

- Wellington City Council on the Wellbeing Framework
- Ministry of Education on the proposed changes to improve Te oranga me te haumaru akonga / Learner wellbeing and safety
- Ministry of Health on the Healthy Ageing Strategy and Volunteering



Volunteering New Zealand

**Election  
Manifesto  
2020**

## Whakawhanaungatanga: building connections and relationships

Volunteering New Zealand lives this value and seeks to build connections and meaningful and enduring relationships with partners and stakeholders. Here are some examples.

### Volunteer Centres

Volunteering New Zealand has always worked collaboratively with 17 Volunteer Centres. Particularly since the 2020 COVID-19 lockdown, we have worked with the sector to address challenges and adapt to the new circumstances. Our focus has been on adapting to temporary and permanent changes in the volunteering sector. We held over 26 hours of Zoom meetings with the Volunteer Centre Network.

**“You – and your team – have been amazing this year. Nimble, flexible and always professional in your approach and we have certainly been grateful for your support of volunteering throughout these challenging times, and in particular the work you have done with the Volunteer Centres.”**

**Glenda Martin, Volunteer Canterbury.**

**“I think these regular zoom meetings that we started just before the Covid lockdown – and the use of Zoom, that’s achieved what we’ve always wanted as a network! Volunteering in New Zealand is far stronger and so is the VCNA. We now have a forum where we all work together as a group.”**

**Lou Billingham, Volunteering Mid and South Canterbury**

### Ngātahi Communications and Te Pūtahitanga

As part of our strategic work towards partnering more closely with iwi and in order to bring a bicultural lens to the storytelling, we worked with Ngātahi Communications on the meaning of mahi aroha to Māori. We created a video, featuring whānau ora agency Te Pūtahitanga and some of its partners, which continues to be shared by media and other organisations.

**“Ngātahi Communications has been privileged to work alongside Volunteering New Zealand in a professional capacity since 2020, supporting their leadership team to communicate diverse stories of mahi aroha and volunteering. Part of Volunteering New Zealand’s aspiration is to create a large and diverse membership and strong partnerships with iwi, Māori and communities, and they have proven their commitment to achieving this aspiration through focusing on whanaungatanga – building and maintaining reciprocal relationships – and regularly sharing the stories of diverse people and organisations who are doing good in their neighbourhoods.”**

**Hannah McKnight, Kaiwhakahaere Whakapā**

## Christchurch City Council

Volunteering New Zealand provided advice to Christchurch City Council in developing its campaign for National Volunteer Week. The campaign would feature its seven volunteer programmes and highlight the varied work that volunteers do across the city.

“Volunteering Canterbury and Volunteering New Zealand were very supportive in providing advice, and best practice methods during the planning stages of this campaign. Their extensive resources for National Volunteer Week were really useful to get involved with the larger, nationwide celebration.

Furthermore, our campaign results showed the benefits of creating synergy between Volunteering Canterbury and ourselves. Through Volunteering Canterbury’s promotion, more people are now aware of what our programmes offer. Our website also links through to Volunteering Canterbury’s so we can refer residents to more volunteering opportunities outside of our own programmes.

Our campaign results saw an increase of traffic to our volunteer webpages by 1104% in comparison to the previous year’s National Volunteer Week.”

**Mikade Barns-Graham**

**Marketing Communications Assistant, Christchurch City Council**





## Volunteering New Zealand Members

Age Concern New Zealand	Multiples NZ
Amateur Radio Emergency Controllers	Neighbourhood Support
Animal Evac New Zealand	Netball New Zealand
Arthritis New Zealand	New Zealand Football
Auckland DHB	New Zealand Land Search and Rescue
Auckland War Memorial Museum	New Zealand Pony Club Association
Bellyful New Zealand	New Zealand Recreation Association
Blind Low Vision New Zealand	New Zealand Red Cross
Cancer Society of New Zealand	New Zealand Riding for the Disabled Association
Caremongering NZ	NZ Blood Service
Christians Against Poverty	NZ National Fieldays Society Inc
Coastguard New Zealand	Nuku Ora
Coeliac New Zealand	Orange Sky New Zealand
Community Comms Collective	Pregnancy Help
Community Law Centres o Aotearoa	Presbyterian Support Otago
Community Patrols of New Zealand Charitable Trust	Ronald McDonald House Charities New Zealand
Conservation Volunteers New Zealand	SPELADD New Zealand Inc
Cystic Fibrosis New Zealand	St John
Department of Conservation	Student Pulse – Students Association
Department of Corrections	Student Volunteer Army Foundation
English Language Partners New Zealand	Sunday Blessings
Fire and Emergency New Zealand	Surf Life Saving New Zealand
Freemasons New Zealand	The Duke of Edinburgh's Hillary Award
GirlGuiding New Zealand	The New Zealand Howard League for Penal Reform Inc
Girls Brigade New Zealand	The Paul Hunter Centre Incorporated
Good Bitches Baking	The Scout Association of New Zealand
Hearing New Zealand	The Toy Library Federation of New Zealand
Hospice New Zealand	The Wheelhouse
IHC New Zealand Incorporated	United Fire Brigades Association
Interactionz	Victim Support
Ministry for Primary Industries	Waitemata DHB
Motorcycling New Zealand	Wellington Zoo Trust
Motorsport New Zealand	Who Did You Help Today? Trust
Multicultural New Zealand	YMCA New Zealand
	Youthline Auckland

## Volunteer Centres

Gisborne Volunteer Centre  
 Volunteer Kapiti  
 Volunteer Marlborough  
 Volunteer Nelson  
 Volunteer Central  
 Volunteer Wellington  
 Volunteer Whanganui  
 Volunteering Auckland  
 Volunteering Bay of Plenty  
 Volunteering Canterbury  
 Volunteering Hawkes Bay  
 Volunteering Mid and South Canterbury  
 Volunteering New Plymouth  
 Volunteering Northland  
 Volunteering South  
 Volunteering Waikato  
 Wairarapa Volunteer Centre

**Thank you to our supporters.**  
**Volunteering New Zealand is particularly grateful to the following impact funders of our work.**

- Department of Internal Affairs
- New Zealand Lottery Grants Board
- Ministry of Business, Innovation and Employment
- Lottery Minister's Discretionary Fund
- Our member organisations.
- Community Trusts Network



**Te Tari Taiwhenua**  
**Internal Affairs**



**MINISTRY OF BUSINESS,  
 INNOVATION & EMPLOYMENT**  
 HĪKINA WHAKATUTUKI



**Lottery Grants Board**  
 FUNDS FOR YOUR  
 COMMUNITY



# Performance Report

**Volunteering New Zealand Incorporated**  
**For the year ended 30 June 2021**

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# Entity Information

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

<b>Legal name of entity:</b>	Volunteering New Zealand Incorporated
<b>Other name of entity (if any):</b>	Volunteering New Zealand (VNZ)
<b>Type of entity and legal basis (if any):</b>	Registered Incorporated Society and Registered Charity
<b>Registration number:</b>	1145286, CC23344

### The entity's mission and objectives:

VNZ is kaitiaki of Mahi Aroha, empowering volunteers to enrich Aotearoa New Zealand. Our aspiration for Aotearoa New Zealand is that volunteering is valued as part of who we are as a nation. We thrive and are enriched by the goodwill of volunteers in every community and their contribution and impact is recognised and supported.

The kaupapa that drives us:

Manaakitanga: We care, we nurture, we grow.

Whakawhanaungatanga: We build connections, and meaningful and enduring relationships.

Inspire by example: We are bold and enterprising.

High expectations: We set the bar high for ourselves and others.

### Entity structure:

Volunteering New Zealand is an incorporated society and registered charity, based in Wellington, with a membership of 96 volunteer-involving organisations and a small number of individual members. The Volunteering New Zealand board members are elected by member organisations and can also be co-opted on for specialist skills. Board members are volunteers and elected for a three-year term (renewable once) each at our Annual General Meeting. The Chief Executive is appointed by the board. This is a full-time role with delegation to manage the organisation's operations. Other employees, contractors and volunteers are recruited for specific roles and projects as required. Over this financial period the following staff were engaged: part-time Communications Manager in May (24 hours), part-time Research Manager, a fixed term project lead for a research report, a fixed term Volunteer Management Lead (30 hours), and a fixed term Project and Admin Coordinator (8 hours). We also employed an accounts and finance administrator (5 hours), a graphic designer (5 hours) and a part-time Web Developer (2.5 hours).

### The main sources of the entity's cash and resources:

#### Volunteering New Zealand receives its income from a mixture of government grants, training and consulting work, and membership

Volunteering New Zealand receives its income from a mixture of government grants, training and consulting work, and membership fees. Volunteering New Zealand relies on grants and contracts to deliver its services, along with volunteer support. Over the past year Volunteering New Zealand has continued to deliver outputs and activities in accordance with grants from Department of Internal Affairs and Lotteries. Other income sources include: membership fees, contracts for service, and corporate sponsorship of our annual conference.

### The main methods used by the entity to raise funds:

Volunteering New Zealand relies on grant applications to raise funds, and consulting work based on its Best Practice Guidelines tools and resources for volunteer-involving organisations.

### Use of/reliance on volunteers and donated services and products:

Volunteering New Zealand has a board of eight volunteer board members that it relies upon for setting strategy, ensuring representation at meetings, monitoring financial records, and ensuring effective governance of the organisation. Our board includes mandated representation from tangata whenua and Pacific peoples, and currently includes a co-opted youth member. The mahi of our board was also supported by a Rangatahi Youth Working group. Board members and associated working groups recorded 765 hours of time gifted to Volunteering New Zealand. The operations team also worked through a wide volunteer base for project-based operational work ranging from communications, data analysis, to writing submissions and research. Nine volunteers contributed 675 hours to Volunteering New Zealand's operational work over periods that ranged from 4-16 weeks.

In total volunteers gifted 1,556 hours to the kaupapa and purpose of Volunteering New Zealand.

## Contact details

<b>Physical Address:</b>	Level 4, 39 Webb Street
<b>Postal Address:</b>	PO Box 27 302, Marion Square, Wellington 6141
<b>Phone:</b>	04 384 3636 or 027 681 4956
<b>Email/Website:</b>	<a href="mailto:office@volunteering.org.nz">office@volunteering.org.nz</a> <a href="http://www.volunteeringnz.org.nz">www.volunteeringnz.org.nz</a>



# Statement of Service Performance

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Describe the outcomes:

Volunteering New Zealand's new strategic plan for 2019-2022 has the following goals:

- 1) Recognise the value of volunteering
  - a) Nurture and champion the mana of volunteering in its many forms
  - b) Recognise, support and measure the contribution of mahi aroha
- 2) Advocate for inclusive, ethical, supported and impactful volunteering
  - a) Use experience, practice and research to inform advocacy
  - b) Evaluate the impact of our advocacy efforts and outcomes
- 3) Lead volunteering in Aotearoa
  - a) Engage and collaborate with members, government, Iwi/Māori, communities, business and other stakeholders
  - b) Be an informed opinion leader
  - c) Support best practice volunteering
  - d) Grow and diversify our sphere of influence

Describe the outputs:	Actual This Year	Actual Last Year
Membership (Organisations)	96	94
Features in media	39	50
National media releases	9	12
National promotional campaigns	7	6
Workshops and presentations delivered	15	24
Submission and Other Advocacy	5	2
Newsletter recipients	5,020	4,449
National Conference	1	1

### Commentary:

Volunteering New Zealand had a successful year. Continuing to successfully navigate the ongoing challenges presented by Covid-19 and the increased sector needs for communications, collaboration and research, we delivered a wide range of services to support the sector on top of our existing operations plan.

Our continued sector leadership role, and our collaboration with our members and partner organisations has increased the visibility of Volunteering New Zealand, volunteering and volunteers during this period. We delivered 15 webinars to support sector capability building. Most of these were free or low cost. We also delivered over 1000 hours of learning through our annual Pivot conference – which we delivered completely online. We delivered six national campaigns that celebrate volunteers and volunteering, including National Volunteer Week. Volunteering New Zealand also launched a new campaign: Aotearoa of Kindness - a testimonial-based video campaign.

Volunteering New Zealand continues to work towards diversified income streams. This year income came from a range of sources other than grants in this financial year. However, the impacts of Covid-19 reduced the income we generated from our annual conference and corporate sponsorship.

Volunteering New Zealand conducted its flagship State of Volunteering survey in early 2020, which received over 3000 responses. The research report was published in July 2020 and has been very well received. For the first time, this report included the voices and views of volunteers in addition to input from volunteer-involving organisations. Our State of Volunteering Report continues to assist the sector in promoting inclusive, impactful and meaningful volunteering which fosters community connections, and is used by member organisations, overseas organisations and New Zealand central government/agencies/ or overseas government.

With extensive media coverage, and social media stories, we delivered a very successful National Volunteer Week 2021. We noted 39 media articles and releases during the week. We also released 11 short videos, as part of our Aotearoa of Kindness campaign.

# Statement of Service Performance (continued)

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Commentary: (Continued)

During the year we delivered 15 workshops and presentations to promote and support the sector with a similar level of staff and volunteer resource.

Volunteering New Zealand released an updated volunteering sector scan in May 2021, in which we examined the state of the sector as we moved beyond the initial impact of the Covid-19 pandemic and lockdown in New Zealand.

Our website continues (150k visitors) to be a key source of information for volunteers and organisations. We referred 5400+ people to online volunteer recruitment sites. We continued to enable nation-wide collaboration, facilitating fortnightly Zoom hui with the volunteer centre network. We launched three new resources in response to the pandemic: we published a resource for new volunteers; a full resource page to support managers of volunteers; and introduced a new Regional Training page on our website, regularly updated.

We studied the impact of Covid-19 on the community and volunteer sector as one partner organisation collaborating on the “Time to shine” research (undertaken in May-June 2020). As a result of this survey, we have worked hard to represent the views and recommendations to government and funders, and to provide relevant training and workshops.

In June-July 2021, we’re partnering with Hui E! Community Aotearoa and the Department of Internal Affairs to do a follow-up hauora/wellbeing survey.

Volunteering New Zealand contributed input, analysis, and thought leadership into policy initiatives and key decision-making processes of government as well as external publications. Prior to the 2020 General Election, Volunteering New Zealand wrote an Election Manifesto 2020 that called on political parties to protect and grow the mahi aroha, volunteering effort and effect in Aotearoa New Zealand.

Volunteering New Zealand also engaged and collaborated with members, government, iwi/Māori, communities, business and other stakeholders to grow and diversify our sphere of influence.

We continue to grow our membership and our reach, delivering another successful annual conference. We secured great media coverage for volunteer stories and campaigns this year. Volunteering New Zealand remains a respected and recognised leader in volunteering, both nationally and internationally.

We are actively supporting Community Governance – Action Plan for the National Community Governance, as a key member of the Steering group and by acting as the fundholder for this project. We are active participants in ComVoices, Open Government Partnership, and the Charities Services Sector User Group.

Volunteering New Zealand contributed to international thought leadership through publishing in the Volunteering Together Magazine of the International Association for Volunteer Effort (IAVE), and we pitched to host an international conference here in Aotearoa.

# Statement of Financial Performance

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

	Note	This Year \$	Last Year \$
<b>Revenue</b>			
Donations, Grants & Contracts	1	249,923	208,750
Membership Fees	1	26,156	26,096
Revenue from activities providing services and products	1	135,940	126,645
Investment revenue	1	1	120
<b>Total Revenue</b>		<b>412,020</b>	<b>361,611</b>
<b>Expenses</b>			
Employment related costs	2	265,097	263,464
Costs related to activities providing services and products	2	87,402	58,305
Other expenses	2	44,980	46,963
<b>Total Expenses</b>		<b>397,479</b>	<b>368,732</b>
<b>Surplus</b>		<b>14,541</b>	<b>(7,121)</b>

*The accompanying notes form part of these financial statements.*

# Statement of Financial Position

## Volunteering New Zealand Incorporated as at 30 June 2021

	Note	This Year \$	Last Year \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash	3	306,552	92,083
Debtors and prepayments	3	14,568	30,478
<b>Total Current Assets</b>		<b>321,120</b>	<b>122,561</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	6,175	8,775
<b>Total Non-Current Assets</b>		<b>6,175</b>	<b>8,775</b>
<b>Total Assets</b>		<b>327,295</b>	<b>131,336</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors and accruals	3	63,652	40,554
Income received in advance	3	162,055	4,985
Grants received in advance	6	12,500	11,250
<b>Total Current Liabilities</b>		<b>238,207</b>	<b>56,789</b>
<b>Total Liabilities</b>		<b>238,207</b>	<b>56,789</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>89,088</b>	<b>74,547</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)	5	89,088	74,547
<b>Total Accumulated Funds</b>		<b>89,088</b>	<b>74,547</b>

For and on behalf of the Volunteering New Zealand Inc Board:

*Tania Jones*

Tania Jones  
Chairperson

*Brayden Smith*

Brayden Smith  
Treasurer

26 October 2021

Date

Date

*The accompanying notes form part of these financial statements.*



# Statement of Cashflows

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

	This Year \$	Last Year \$
<b>Cash flows from operating activities</b>		
<b>Cash was received from:</b>		
Grants and Contracts income	251,173	220,000
Membership fees	25,822	25,531
Providing services and products	319,655	110,095
Investments	1	120
Net GST	(10,155)	6,964
<b>Cash was applied to:</b>		
Payments to suppliers and employees	372,027	361,886
Donations/Grants paid	-	-
<b>Net cash flows from operating activities</b>	<b>214,469</b>	<b>824</b>
<b>Cash flows from investing and financing activities</b>		
<b>Cash was received from:</b>		
<b>Cash was applied to:</b>		
Fixed Asset Purchases	-	7,745
<b>Net cash flows from investing and financing activities</b>	<b>-</b>	<b>(7,745)</b>
<b>Net increase / (decrease) in cash</b>	<b>214,469</b>	<b>(6,921)</b>
<b>Opening cash</b>	<b>92,083</b>	<b>99,004</b>
<b>Closing cash</b>	<b>306,552</b>	<b>92,083</b>
<b>This is represented by:</b>		
Cash	<b>306,552</b>	<b>92,083</b>

*The accompanying notes form part of these financial statements.*

# Statement of Accounting Policies

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### 1. Basis of Preparation

Volunteering New Zealand Incorporated (VNZ) has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

### 2. Changes in accounting policies:

There have been no significant changes in accounting policies during the current year. Accounting policies have been applied on a basis consistent with prior year.

### 3. Property, Plant & Equipment

Plant and Equipment are recorded at cost, less accumulated depreciation.

### 4. Depreciation

Depreciation has been calculated to allocate the cost or valuation of assets over their estimated useful lives.

Fixed Asset classes and Depreciation rates include:

Computer Equipment: 30 - 50% DV

Office Equipment: 16 - 50% DV

### 5. Employee Benefits

Provision is made for benefits accruing to employees in respect of wages, salaries and annual leave entitlement when it is probable that settlement will be required and they are capable of being measured reliably. Provisions made in respect of employee benefits expected to be settled within 12 months are measured at their nominal values using the remuneration rate expected to apply at the time of settlement.

### 6. Receivables

Receivables are stated at their estimated realisable value.

### 7. Interest Income

Interest Income is recognised on a time proportionate basis taking into account the effective yield on the financial asset.

### 8. Grants

Grants received are recognised in operating revenue, unless specific conditions attached to a grant and repayment of the grant is required where these conditions are not met. In these cases, the grant is treated as a liability until the conditions are met.

### 9. Revenue

Revenue from the following transactions are recorded when the cash is received:

Unconditional grants and donations; Course Income.

All other revenue is accounted for on an accruals basis.

### 10. Goods and Services Tax (GST)

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

### 11. Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less

### 12. Income Tax

The entity is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

# Notes to the Performance Report

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Note 1 : Analysis of Revenue

Revenue Item	Analysis	This Year \$	Last Year \$
Donations, Grants & Contracts	Department of Internal Affairs Grant	175,000	175,000
	Lottery National Community Grant	48,750	33,750
	Covid 19 Wage Subsidy	26,173	-
	<b>Total</b>	<b>249,923</b>	<b>208,750</b>
Membership Fees	Membership - Individual	176	210
	Membership - Organisation	25,980	25,886
	<b>Total</b>	<b>26,156</b>	<b>26,096</b>
Revenue from activities providing services and products	Conference	14,800	39,953
	Consulting	41,530	73,962
	Corporate Income	4,344	12,500
	Managed Funds Income	5,455	-
	NSCG Rata Income	67,244	-
	Workshops	2,440	-
	Other Income	127	230
	<b>Total</b>	<b>135,940</b>	<b>126,645</b>
Investment revenue	Interest	1	120
	<b>Total</b>	<b>1</b>	<b>120</b>

# Notes to the Performance Report

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Note 2 : Analysis of Expenses

Expense Item	Analysis	This Year \$	Last Year \$
Employment related costs	ACC	491	600
	Salaries & Wages incl Kiwisaver	258,631	255,553
	Recruitment related expenses	3,580	3,500
	Training	2,395	3,811
	<b>Total</b>	<b>265,097</b>	<b>263,464</b>
Costs related to activities providing services and products	Catering	1,860	12,422
	Conferences & Seminars	-	(30)
	Consultant & Contractor costs	10,466	25,987
	Equipment & Venue hire	-	9,055
	Gifts	283	1,219
	Entertainment	243	45
	NSCG Expenses	67,244	-
	Travel - National	6,513	8,817
	Travel - International	-	254
	Volunteer related expenses	793	536
	<b>Total</b>	<b>87,402</b>	<b>58,305</b>
Other expenses	Accounting Fees	2,110	3,423
	Advertising	276	1,771
	Audit Fee	3,079	2,834
	Bank Fees	642	245
	Depreciation	2,548	860
	Insurance	1,602	1,634
	Legal	2,245	-
	Loss on Disposal of Fixed Assets	53	-
	Occupancy costs	16,917	19,303
	Office related costs	2,683	2,599
	Printing, Stationery & Postage	1,003	4,226
	Subscriptions	10,415	8,480
	Telephone, Internet & Videoconferencing	1,407	1,588
	<b>Total</b>	<b>44,980</b>	<b>46,963</b>



# Notes to the Performance Report

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Note 3 : Analysis of Assets and Liabilities

Asset item	Analysis	This Year \$	Last Year \$
Cash	BNZ Cheque account balance	-	6,224
	BNZ Online Saver account balance	-	-
	Kiwibank Business Edge	305,629	84,897
	PayPal account	923	962
	<b>Total</b>	<b>306,552</b>	<b>92,083</b>
Asset item	Analysis	\$	\$
Debtors and prepayments	Accounts receivable	3,418	29,069
	GST Receivable	8,657	-
	Prepayments	2,493	1,409
	<b>Total</b>	<b>14,568</b>	<b>30,478</b>
Liability item	Analysis	\$	\$
Creditors and accruals	Bank of New Zealand Visa	-	3
	Kiwibank Visa	5,166	7,494
	Trade and other payables	29,634	7,078
	Accrued expenses	18,656	16,747
	Holiday Pay Accrual	10,196	4,324
	GST Payable	-	4,908
	<b>Total</b>	<b>63,652</b>	<b>40,554</b>
Income in advance	NSG Rata Foundation	141,125	-
	Community South	20,480	-
	Membership income in advance	450	900
	Income in Advance / Consulting	-	4,085
	<b>Total</b>	<b>162,055</b>	<b>4,985</b>

### Note 4 : Property, plant and equipment

This Year					
Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
				\$	\$
Computer Equipment	4,787	-	52	1,703	3,032
Office Equipment	3,988	-	1	844	3,143
<b>Total</b>	<b>8,775</b>	<b>-</b>	<b>53</b>	<b>2,547</b>	<b>6,175</b>
Last Year					
Asset Class	Opening Carrying Amount	Purchases	Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
				\$	\$
Computer Equipment	247	5,100	-	560	4,787
Office Equipment	1,643	2,645	-	300	3,988
<b>Total</b>	<b>1,890</b>	<b>7,745</b>	<b>-</b>	<b>860</b>	<b>8,775</b>

The Diminishing value method of depreciation has been applied.

# Notes to the Performance Report

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Note 5: Accumulated funds

Description	This Year		Total \$
	Accumulated Surpluses or Deficits	Reserves \$	
Opening Balance	74,547	-	74,547
Surplus/(deficit)	14,541	-	14,541
Transfer (to)/from Reserves			-
Closing Balance	<b>89,088</b>	<b>-</b>	<b>89,088</b>

Description	Last Year		Total \$
	Accumulated Surpluses or Deficits	Reserves \$	
Opening Balance	58,482	23,186	81,668
Surplus/(deficit)	(7,121)	-	(7,121)
Transfer (to)/from Reserves	23,186	(23,186)	-
Closing Balance	<b>74,547</b>	<b>-</b>	<b>74,547</b>

#### Nature and purpose of each Reserve

##### Migrant Project Reserve

is the balance of the Ministry of Business, Innovation and Employment funding received tagged for the Migrant project, that has not yet been spent at year end.

	This Year \$	Last Year \$
Opening balance	-	23,186
Plus Surplus/(Deficit)	-	(23,186)
Closing balance	<b>-</b>	<b>-</b>

### Note 6 : Grants received in advance

This Year	Received this Year	B/fwd Last Year	Refund	C/fwd Next Year	This Year's Income	Last Year's Income
Dept of Internal Affairs: Support for Volunteering Fund, VNZ	175,000	-	-	-	175,000	175,000
NZ Lotteries 2019	-	11,250	-	-	11,250	33,750
NZ Lotteries 2020	50,000	-	-	12,500	37,500	-
	<b>225,000</b>	<b>11,250</b>	<b>-</b>	<b>12,500</b>	<b>223,750</b>	<b>208,750</b>

# Notes to the Performance Report

## Volunteering New Zealand Incorporated For the year ended 30 June 2021

### Note 7 : Commitments and contingencies

Commitment	Explanation and timing	At balance date This Year	At balance date Last Year
		\$	\$
Commitments to lease or rent assets	In the next year	-	-
	1 to 5 years in the future	-	-

### Contingencies

There are no contingencies as at balance date (Last Year - nil).

### Note 8: Other

Related Party Transactions:			This Year	Last Year
			\$	\$
ClearThinking Coaching Ltd	Board member - Tania Jones	Workshop costs	1,125	-

### Events after the balance date:

There were no events that have occurred after the balance date that would have a material impact on this Performance Report (Last Year - nil).

On 30 January 2020, the spread of novel Corona virus (COVID-19) was declared a public health emergency by the World Health Organisation. On 25 March 2020, New Zealand was placed into Alert Level 4 lockdown to combat the pandemic. In the months following, and up to the date the financial statements were authorised for issue by the Board, the country has cycled in and out of various Alert Levels, some of which have included further lockdowns and restrictions on citizen movement and activities for extended periods.

The Board will continue to monitor the impact of COVID-19 on Volunteering New Zealand but at the date of signing this report the Board does not believe the entity has been or will be adversely financially affected by the pandemic. The known and expected impacts of the virus on the entity include those disclosed in the Statement of Financial Performance and that Volunteering New Zealand applied for and received \$26,172 in wage subsidies for 8 employees as part of the Ministry of Social Development's COVID-19 Wage Subsidy Scheme, received subsequent to year end.

The Board maintain the view that Volunteering New Zealand has sufficient resources that it will continue to operate as a going concern provided operational targets are met.

### Going concern:

Volunteering New Zealand has the ability to operate as a going concern.

However, the current reliance on the Department of Internal Affairs (Support for Volunteering and Lotteries funding) does provide some uncertainty for this ongoing concern assumption. While the Department of Internal Affairs have previously maintained funding, there is no guarantee that this funding will always be available.

Volunteering New Zealand will work closely with the Department of Internal Affairs to ensure its funding options and will also progress other business opportunities that will develop Volunteering New Zealand as a resilient and successful organisation, with the financial strength to secure its future.

# Independent assurance practitioner's review report

## **To the Trustees of Volunteering New Zealand Incorporated**

We have reviewed the accompanying performance report of Volunteering New Zealand Incorporated on pages 2 to 13, which comprises of the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2021, the statement of financial position as at 30 June 2021, and the statement of accounting policies and other explanatory information.

### **The responsibility of the Board for the performance report**

The Board are responsible on behalf of the entity for:

- a) identifying suitable outcomes and outputs and quantification methods where practicable to report in the statement of service performance
- b) the preparation and fair presentation of the performance report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard issued in New Zealand by the New Zealand Accounting Standards Board, and
- c) for such internal control as the Board determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

### **Assurance Practitioner's Responsibility**

Our responsibility is to express a conclusion on the performance report. We conducted our review of the financial information (consisting of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report) in accordance with International Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, "Review of Historical Financial Statements Performed by an Assurance Practitioner who is not the Auditor of the Entity", and the review of the non-financial information (consisting of the entity information and statement of service performance) in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require us to conclude whether anything has come to our attention that causes us to believe that the performance report, taken as a whole, is not prepared in all material respects in accordance with the Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard. Those standards also require that we comply with ethical requirements.

A review of the Performance Report in accordance with ISRE (NZ) 2400 and ISAE (NZ) 3000 (Revised) is a limited assurance engagement. A review of the statement of service performance also involves performing procedures to obtain evidence and evaluating the suitability of the reported outcomes, outputs and quantification methods used. We performed procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applied analytical procedures, and evaluated the evidence obtained. The procedures selected depend on our judgement, including the areas identified where a material misstatement is likely to arise.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand) and ISAE (NZ) 3000 (Revised). Accordingly, we do not express an audit opinion on the performance report.

Other than in our capacity as assurance practitioner we have no relationship with, or interests in, Volunteer New Zealand Incorporated.

**Conclusion**

Based on our review, nothing has come to our attention that causes us to believe that this performance report does not present fairly, in all material respects, the entity information and the financial position of Volunteer New Zealand Incorporated as at 30 June 2021 and its financial performance, cash flows and service performance for the year then ended in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) Standard.

Moore Markhams

**Moore Markhams Wellington Audit** | Chartered Accountants, Wellington, New Zealand  
26 October 2021





**Volunteering**  
NEW ZEALAND

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**Lead. Advocate. Recognise.**

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